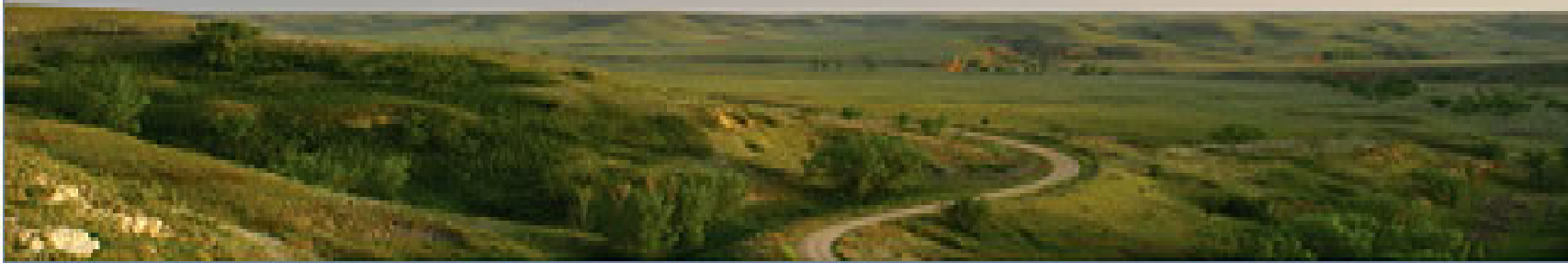




KDOR

DMV Modernization Project



Change Agent Network Kickoff
January 15, 2010



Agenda

- ▣ Introductions
- ▣ Project Director Insights
- ▣ Business Analyst Team
- ▣ Information Technology
- ▣ Training Update
- ▣ Sandbox Demo
- ▣ Preparing for Change
- ▣ CAN Setup and Roles
- ▣ County Support
- ▣ Website Demo
- ▣ Wrap Up

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Rick Clelland

Michael Fitzgerald

Scott Abbott

Christi Karolevitz

Karen Schultz

Cathy Novak-Wood

Juan Gonzales

Nancy Weeks

Gena Terlizzi

Lisa Kaspar



Introductions

- Project Management Office
- Executive Sponsors and Steering Committee
- Organizational Development Team
- Business Analyst Team
- Technology Team
- County Change Agents
- KDOR Change Agents



Qualities of Change Agents

Visionary
Resourceful
Focused
Articulate
Responsible
Negotiator
Respectful
Knowledgeable
Charismatic
Innovator
Problem solver
Coach
Communicator
Persistent
Intuitive
Optimistic
Curious
Facilitator

Creative
Adaptable
Inspirational
Connected
Helpful
Motivated
Self-aware
Courageous
Conscientious
Influential
Open-minded
Positive
Political Instinct
Achievement Oriented
Generous
Receptive
Committed
Trainer



Social
Leader
Supportive
Passionate
Personable
Organized
Skilled
Disciplined
Collaborator
Adventuresome
Empowering
Empathetic
Listener
Discerning
Strategic
Considerate
Self-confident
Trustworthy



Project Director Insights

- Project Vision
- Benefits of the Division of Motor Vehicle System (DMVS)
- Lessons Learned
- Importance of Change Agent Network





Business Analyst Team

- Documentation of "As is"
KANSAS
- Preparation for Design Sessions
BIZNLYS
- Developing "To be"
- Testing
Business Analyst Team
- Technical Assistance



Technology

- Interfaces

KANSAS

- Conversion

TECHNLG

- Staff Development

- Documenting Network Infrastructure

Technology

Training



User Training Plan

- Instructor Led Training
- Computer Based Training (CBT)
- Sandbox



The People Part of Change

Even if a new system is brilliantly designed,
people won't automatically buy into the changes.

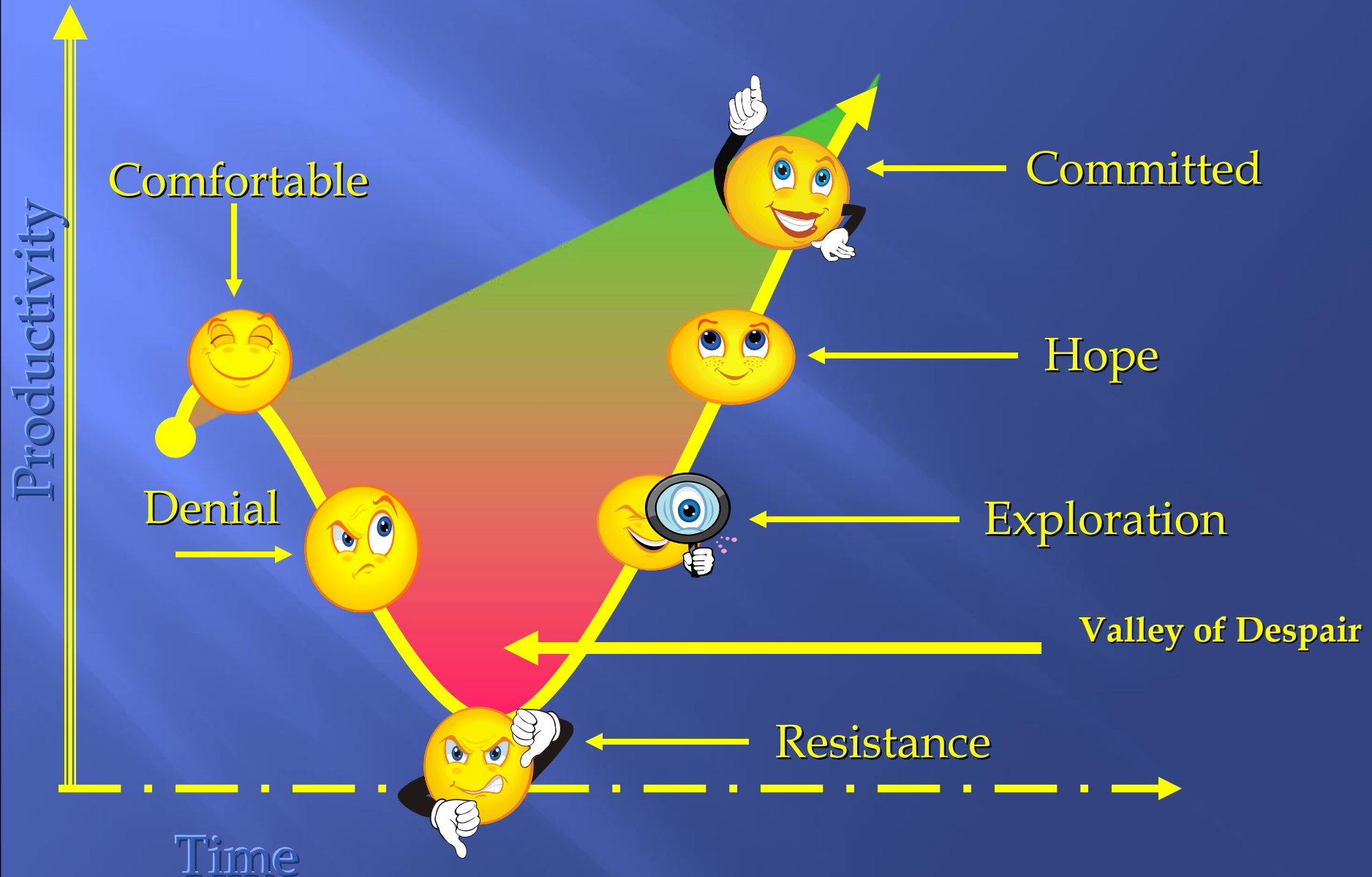
KANSAS

What's in it for ME?

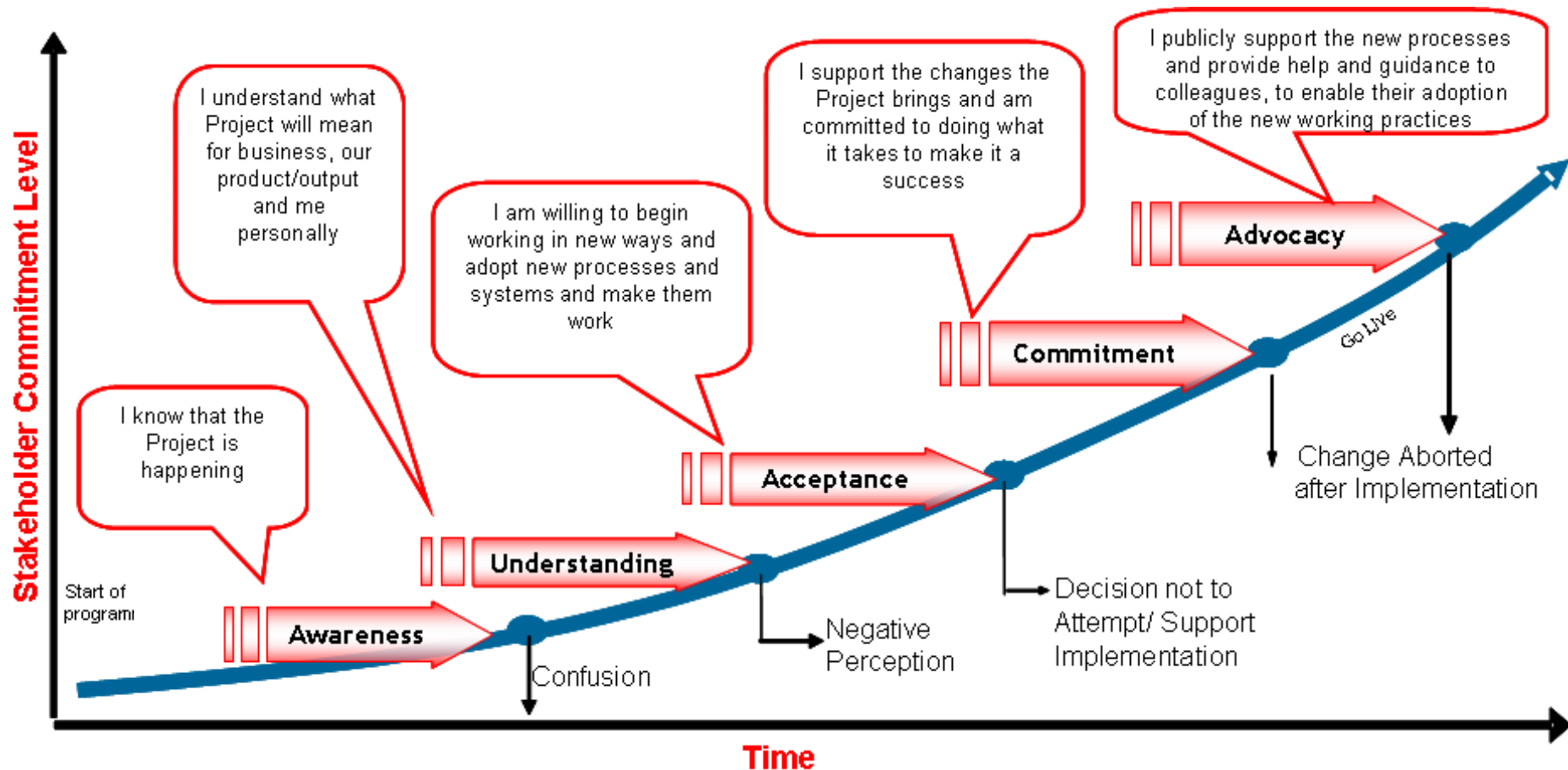
CHANGE

- *Reshape* all of our working relationships
- Remove boundaries between departments and co-workers
- Abandon comfortable, familiar ways of doing business
- Face new performance requirements that call for new skills, different work habits and a shift in mindset
- *Support* and *develop* the positives

Reactions to Change



Change *Commitment* Curve





Change Agent Network

Objectives:

- *Inform* - Provide news and updates about the project by implementing a community of peers and stakeholders.
- *Support* - Prepare state and county agencies to take responsibility for their specific preparation and readiness as they transition to the new MVS.



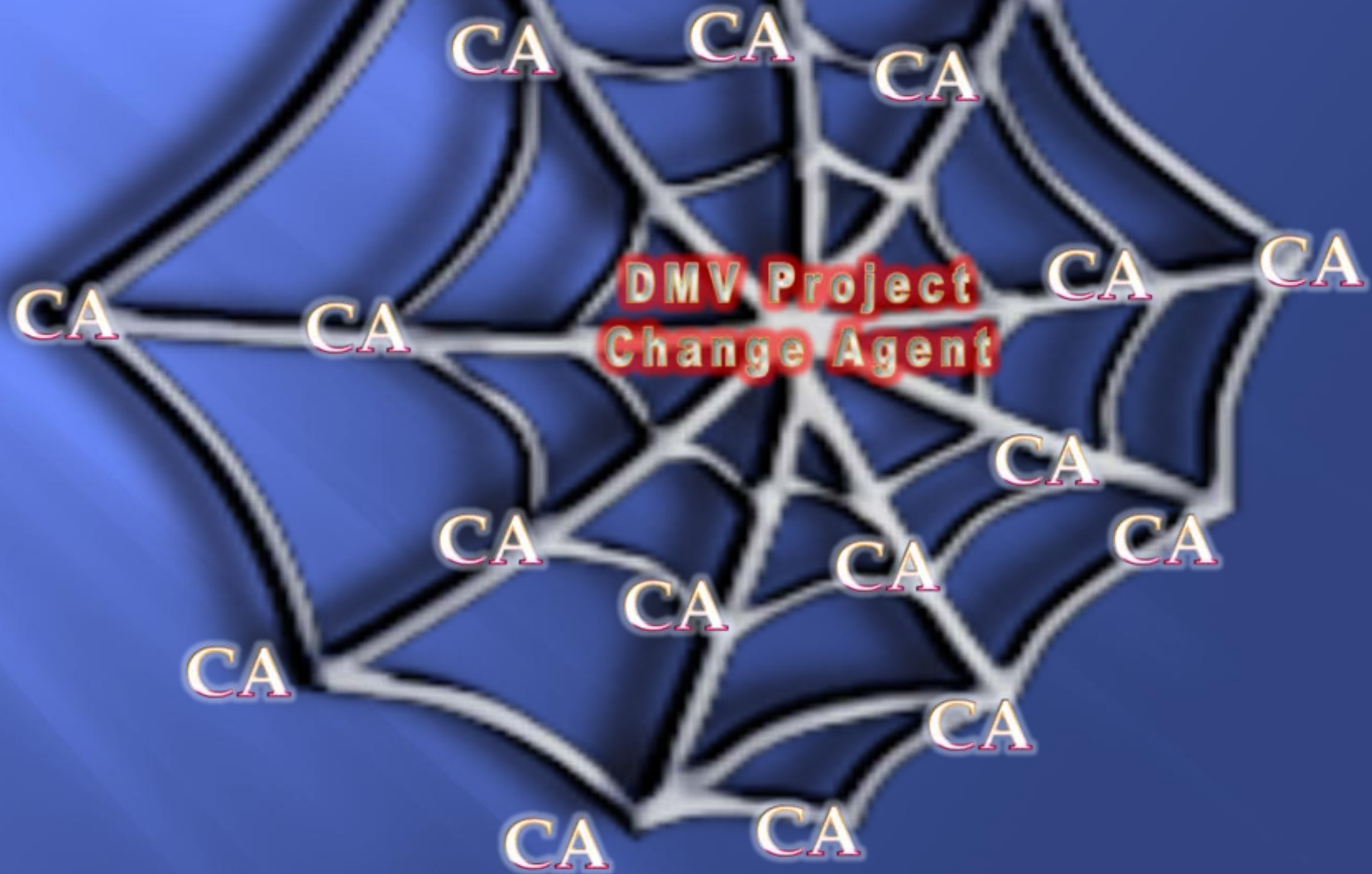
Change Agent

- Promote the Project and communicate information throughout all levels of your agency and contacts.

- How are we going to make this happen?

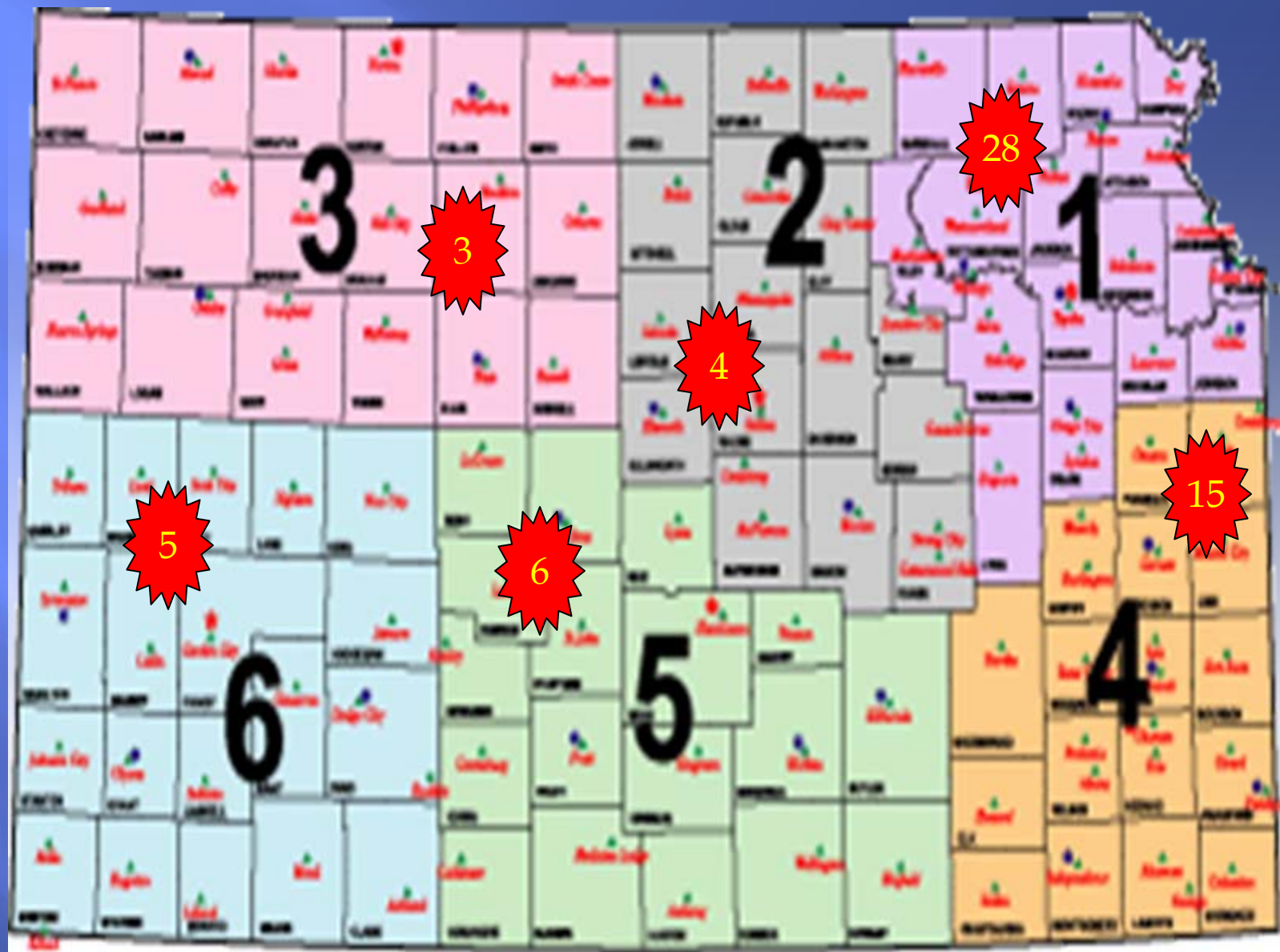


Change Agents





- It is crucial to the success of this project that we communicate!
- How will we do this?



Change Agents as of 01/15/10.